



The Transition to ARC

A weekly update to United States Mint Office of Human Resources (OHR) employees
From Sheila E. Williamson, Assistant Director

Communication 23

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WHAT WE HAVE DONE SO FAR?

- Frequently asked questions (FAQs) are posted on ARC's website. As new questions become available they will be posted to both the United States Mint website and ARC's website. Please send them to Sheila Williamson.

OTHER ISSUES

OWCP – ARC will develop and present the Office of Worker's Compensation Program (OWCP) training materials for employees and supervisors at each field facility, upon request. Training will be conducted in-house by an ARC liaison. This approach was decided by a consensus of the Plant's Safety Managers. The Transitional Procedure is the site-specific procedure identified in the OWCP Division of Responsibilities Guide. Employees and Supervisors who approve time cards or CA-1s & 2s are encouraged to take the OWCP training classes. Each Safety Manager will arrange training sessions once dates have been confirmed. Following are tentative dates for each field facility:

- **Denver** – February 14, 15.
- **Ft. Knox** – February 20.
- **Philadelphia** – February 28 and March 1.
- **West Point** – March 2, 3

WebTA – Employees who have WebTA access issues are encouraged to call 304-480-8000.

ARC Confidentiality Issues – Occasionally, ARC representatives have attempted to contact Mint employees at their homes in order to discuss HR-related business. Employees have expressed concerns over these telephone calls, as there is a legitimate need to verify the identity of the caller before offering social security numbers in discussing confidential personnel matters. Below are several suggestions you may want to adhere to before providing the caller with your personal information:

- If you have Caller ID, check the incoming number and verify that the caller is from the "304" area code, and that the telephone number begins with a "480" prefix. This helps ensure that the caller truly is from the ARC in West Virginia.
- If you do not have Caller ID, ask the representative for his/her name, and if you can call him/her back. Calling the ARC representative back at the 304-480-XXXX number, or using the toll free 866-888-HELP number will help verify that you are indeed, speaking with an ARC representative.
- Ask the ARC representative if he/she can work through your supervisor, and offer your supervisor's name, work telephone number, and email address.
- Offer your name, your work location, and only the last 4 digits of your social

security number. This should be enough information for the ARC to verify your identity.

Next Steps

- Sheila Williamson continues to monitor progress towards the OHR of the Future. Updated information is being communicated to Plant Managers on an on-going basis.
- Sheila Williamson and Nancy Smith of ARC are developing a chart on OWCP roles and responsibilities which will be disseminated to each Plant Manager.

Message from the Mint-wide Career Consultant Team Coordinator for OHR, Wanda Wright:

The training team continues to bring training to HQ and field sites upon their request. Career Consultants in the field sites will continue to identify detail opportunities for their employees. In addition, if you need materials in reference to Change Management, Interviewing Techniques and KSA writing, handouts are available upon request.

In the future, Lily Whiteman will continue to schedule Resume writing, KSA writing and Interviewing Techniques seminars at headquarters and in the field sites upon request.